

## MEMORANDUM

1/7/2011

TO: Art Holmes, Director, Department of Transportation  
Patrick Lacefield, Director, Office of Public Information  
FROM: Chris Cihlar, CountyStat Manager  
SUBJECT: MC311: Transit/Ride-On

### **The following items were identified for follow-up during the 1/7/2011 CountyStat meeting:**

#### Conduct further analysis on DOT Transit complaints to identify proper mitigation strategies

Responsible parties: DOT  
Other parties involved: CountyStat  
Deadline: 4/29/2011

#### Ensure that all DOT Transit complaints are categorized properly within the MC311 system and that customer service representatives accurately capture necessary data

Responsible parties: DOT, PIO  
Other parties involved: CountyStat  
Deadline: 1/28/2011

#### Update MC311 systems as necessary to ensure that requests for service outside of County jurisdiction are accurately identified by the customer service representative

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 4/29/2011

#### Work with local municipalities to ensure their cooperation when closing out service requests

Responsible parties: DOT, PIO  
Other parties involved: none  
Deadline: 1/28/2011

#### Develop benchmarks for comparing Transit complaints to similar systems

Responsible parties: DOT  
Other parties involved: CountyStat  
Deadline: 4/29/2011

#### Work with departments to identify appropriate time to close tickets that are sent to departments for fulfillment

Responsible parties: PIO  
Other parties involved: CountyStat, DOT  
Deadline: 1/28/2011

Identify reason for discrepancy between call volume and the number of service requests generated

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 1/28/2011

Change terminology used to describe service requests that are sent to the department for fulfillment

Responsible parties: PIO  
Other parties involved: CountyStat  
Deadline: 1/28/2011

cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer